

# Frequently Asked Questions

## Using TRB Online

*Please use the navigation on the left to target your question.*

### Preparing to go online

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#### I don't have an email address ...what should I do?

If you don't currently have an active email address there are many free email accounts available on the internet; such as [Gmail](#) and [Hotmail](#).

#### I don't have a computer ...what should I do?

Ask your school/employer if you can use their facilities to undertake your teacher registration renewal/ apply for registration. Your local Service Tasmania, library or online access centre can also provide access.

You are most welcome to come and use a computer at the Teachers Registration Board of Tasmania. We are [based in Warrane](#), on the Eastern Shore.

#### Who is an existing TRB Online user?

1. Anyone who has held or currently holds Tasmanian teacher registration since 2002 .
2. Anyone who has held a Limited Authority to Teach in Tasmania since 2006.
3. Anyone who has received a Student Good Character Determination to undertake an approved education program with University of Tasmania.
4. Anyone who has made an online application to the Board since 2010.

If you are an Existing User, open TRB Online <https://trbonline.trb.tas.gov.au/> and click on Existing User Login. Then either enter your login details or click Request Password Reset.

#### New to TRB and need to sign up

If you have previously NOT had a record with TRB, open TRB Online <https://trbonline.trb.tas.gov.au/> and click on New User Sign Up to establish an account.

## My TRB Online password

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### Instructions to reset your password

Follow these instructions to [reset your TRB Online password](#).

### I need to change my email and cannot use the password reset function.

We can update your email address and send you your login details but in order to protect the privacy of your information we will need to confirm your identity.

Email [trb.admin@trb.tas.gov.au](mailto:trb.admin@trb.tas.gov.au) requesting that your email address be updated and your login details emailed to you. Include the following information to confirm your identity;

1. Full name
2. Date of birth and the town where you were born
3. Your postal address
4. Your undergraduate degree and the university that awarded the degree OR Your teaching qualification and the year your teaching qualification was awarded

Once we have confirmed your identity we will update your record with the new email address and email you the login details to your TRB Online account.

### I have used password reset is the URL a password??

This is not your password, this is a link to the set password page of your TRB Online account, it takes you directly there so you can nominate and save a new password of your choice. This password reset function has a three hour time limit to use.

Follow these instructions to [reset your TRB Online password](#).

### Tried reset password but asked to contact Board

This message usually occurs when more than one record at the TRB are sharing an email address. This means the email is not unique and cannot be used as an identifier of your record. I recommend that you consider using a different email address so that the password reset function can work for your account.

Email [trb.admin@trb.tas.gov.au](mailto:trb.admin@trb.tas.gov.au) requesting that your email address be updated and your login details emailed to you. Include the following information to confirm your identity;

1. Full name
2. Date of birth and the town where you were born
3. Your postal address
4. Your undergraduate degree and the university that awarded the degree OR Your teaching qualification and the year your teaching qualification was awarded

Once we have confirmed your identity we will email you the login details to your TRB Online account.

### **I need to update my email details, how is the best way to do this?**

Log onto TRB Online go to the My Details section (second blue tab) and use the edit details function to update your contact information.

For more information on updating your record see: [Update your TRB record](#).

## **Login Issues**

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### **Delete all previous login attempts by deleting your browsing history and stored passwords.**

This process differs depending on the internet browser but can usually be found under Internet Options >> Tools >> clear or delete browsing history.

### **Check you are trying to log into the right location by accessing it from our public website**

[www.trb.tas.gov.au](http://www.trb.tas.gov.au) >> click on the link in the menu on the right hand side of the screen >>TRB Online - Login to TRB Online (this is first item in the drop down list).

### **Check you are entering the characters of the username and password correctly**

Note: if there is a '0' after your name in the username, it is the numeral zero.

To reduce errors we suggest you copy and paste username (login), and then the password directly from the email you received (only capturing the text not spaces on either side of it), into the login section.

## Are you using the correct username?

TRB Online is NOT a Department of Education or school/employer system. You cannot use your DoE or school/employer username and password to access TRB Online.

The usernames for TRB Online consist of your full and legal first name, a dot, your surname and a numeral. There are no spaces in your TRB Online username.

Example username: Jonathon.Citizen0

Note: if there is a '0' after your name in the username, it is the numeral zero.

Note: the first name in the example given above is 'Jonathon' not the abbreviated name 'Jo'.

## Other Issues

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### I can't edit my name?

Some of the fields that are crucial for proof of identity such as name, date of birth and birthplace are locked by the system once data is entered. Only TRB staff can edit these details and will amend any errors with data entry once we have received your documentary evidence of identity.

### Where is my TRB number?

### When does my registration expire?

Only teachers with current Tasmanian registration have TRB numbers.

If you ever wish to check your registration status you (and employers) can use our [TRB Online – Teacher Search function](#) which is a dynamic up to date record of teacher's registration status including **TRB number**, category and financial expiry date.

Access to this search function is also available on our [home page](#) in the Schools and Employer drop down menu at the top right of our website>> **Search the latest Register of Teacher.**

Or you could log in to your TRB Online account and view/ print your own registration certificate which contains your **TRB number**, category and financial expiry date.

**Note:** If you do not appear in the Register of Tasmanian teachers then you do not hold current Tasmanian registration and cannot legally be employed to teach in a Tasmanian school.

## Why are some of my qualifications 'verified' and others are not?

When the TRB receives appropriate documentary evidence for a qualification it is checked for authenticity and validity before being verified in our records. All verified qualifications are not editable in your TRB Online account.

If a qualification is listed in your TRB account as 'not verified' it means that you have not yet provided us appropriate documentary evidence. Qualifications not yet verified remain editable in your TRB Online account until verified by the TRB.

For completed **vocational** qualifications we require:

- a) Certified copy of the certificate (testamur) AND
- b) Certified copy of the accompanying statement of results

For completed **tertiary** qualifications:

- a) Certified copy of the certificate (testamur) AND
- b) Certified copy of the full academic transcript(s) indicating that the award/degree was conferred/awarded. For more information see Page 2 and 3.

Make sure all documents are certified correctly by [using this guide](#).

## Issue viewing certificate

Issues viewing and printing your online certificate are usually caused by having an out of date Adobe reader program. I would suggest you download the latest Adobe Reader (free from here: <http://get.adobe.com/reader/> ) and RESTART your computer. Then log back into your TRB Online account, this should resolve the issue for you.

## I would prefer not to make a payment online...what are my other options?

A range of payment options are available.

Once you have completed your online application an invoice will be generated.

This invoice will contain the payment information necessary to make:

- Payment in person at Service Tasmania
- BPay payment through your financial institution
- Telephone payment using a credit card
- Cash- bring the correct amount into our office in Warrane, as we do not carry change.

Each different payment method will provide you with a receipt or receipt number. Print and keep this online invoice and the payment receipt for taxation purposes.

See the [Frequently Asked Questions](#) specifically about payments.



Still don't know the answer to your question?

See all [Frequently Asked Questions](#)

For a prompt response email: [trb.admin@trb.tas.gov.au](mailto:trb.admin@trb.tas.gov.au)